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CONFIRMATION NO. 5347

SERIAL NUMBER 10/610,486	FILING OR 371(c) DATE 06/30/2003 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. MS303530.1 / MSFTP471US
APPLICANTS Eric J. Horvitz, Kirkland, WA; Timothy S. Paek, Issaquah, WA; ** CONTINUING DATA ***** ** FOREIGN APPLICATIONS ***** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 09/29/2003				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <input checked="" type="checkbox"/> Examiner's Signature <input checked="" type="checkbox"/> Initials		STATE OR COUNTRY WA	SHEETS DRAWING 10	TOTAL CLAIMS 37 36 INDEPENDENT CLAIMS 3
ADDRESS 27195				
TITLE Ideal transfer of call handling from automated systems to human operators based on forecasts of automation efficacy and operator load				
FILING FEE RECEIVED 1056	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	